

For Commission Use Only:

Case:

08-0526

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint):

Edwina Walker

Against (Utility name):

Nicer Gas Company

As to (Reason for complaint)

Billing Adjustment

in Europe Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

P.O. Box 5610 Villa Park 60181

The service address that I am complaining about is

2001 Harrison St. Maywood, IL 60153

My home telephone is

[708] 681-6216

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[708] 681-6216

My e-mail address is

I will accept documents by electronic means (e-mail) ☐ Yes

☒ No

(Full name of utility company)

(respondent) is a public utility and is subject

to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Section 500.240

Section 500.240

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Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Attached

Please clearly state what you want the Commission to do in this case: That near will adjust the bill in question 1/14/2008 - 2/14/2008

Remove the negative rating from my credit report.

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy **and** a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: August 18, 2008
(Month, day, year)

Complainant's Signature: Edwin Walker

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

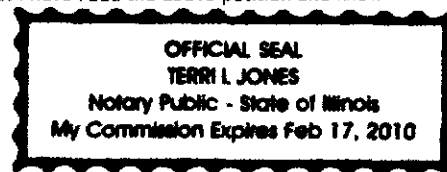
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Edwina Walker, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Edwina Walker
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) September 5, 2008.

Terril L. Jones
Signature, Notary Public, Illinois

(NOTARY SEAL)

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

Here are my particular concerns:

- Why are the bills estimated when my meter is readable from outside? I was told by NICOR they were required to read the meter once a year.
- What was the initial reading on the new meter when it was installed? My meter number is 04972G039; if a meter does not read "000" when installed, why not? Or was it set to correspond to the final reading of my previous meter?
- The house was not occupied for 3 months, beginning January 3 through May 15, 2007. During that period, the thermostat was set at 60 degrees.
- I have new windows; my water heater is set on "energy efficiency" as well as thermo-wrapped. I have practiced energy efficiency as a way of life. My furnace and air-conditioning is maintained by a service person before each season.
- The house was not occupied beginning January 4 through February 14, 2008. As previously stated, during this period, the thermostat was again set at 60 degrees. Other energy-savings practices continued to exist as before.
- After receiving this questioned bill, I requested someone investigate this reading. A representative from NICOR came out on February 17, 2008. I've requested the status of that rating; to date, it has not been received, nor has the status been communicated to me.
- I requested once again for NICOR representative to re-read the meter. To my knowledge, this was not done. On March 20, 2008, while my husband was in the yard working, a young man came to the house. When my husband asked what his business was, he replied, "I am with NICOR and I happened to be in the neighborhood, so I'll read your meter. He read from outside the yard, even though I'd requested the meter to be read from inside.
- I took the next step by contacting CUB (Citizens Utility Board).
- Nicor called and stated that my meter would be removed to be checked at a service center. They inquired as to whether or not I would be present and, if so, did I want an ICC representative as a witness. I said I would be present and wanted the ICC rep present. However, on June 19, 2008, Nicor just sent an ICC representative and did not inform me as agreed. Instead, I received a letter June 25, 2008 from the ICC providing information about the reading which I did not witness. After I received the letter, I called the referee, Eric Lounsberry and asked why I was not allowed to be present as I'd requested. Mr. Lounsberry stated that he had not been aware of my request!

- How is it that during the period beginning February 14 through February 18, 2008 when I was back in the home, my bill for the month of February was not as high as it was when I was out of the home?
- As recently as Wednesday, August 13, 2008, my meter was read and the attendant, Artes, indicated that he was having difficulty reading my outside meter due to the sun's glare. How do I know that even that reading is accurate or properly estimated?

Having been advised by NICOR that records of my bills from October 2003 to present could be made available, I've requested copies of my bills from NICOR, for the period October 11, 2003 to present; I anticipate being able to total units used times the actual cost, during this period. To date, I have received records for the period 12/13/05 through 06/13/08. In addition, I received transcripts for the following dates:

1/14/08 – 2/14/08	\$451.91
2/14/08 – 3/13/08	\$126.00 (estimated bill)
3/13/08 – 4/15/08	\$233.00

Due to billing inconsistencies, surely there must be a better way for NICOR to be accountable for their services. It is extremely difficult to comprehend how my bill has been higher when I've been absent from my residence and lower when I am there, actually utilizing services. Furthermore, as I am practicing recommended energy-conservation steps as Nicor so frequently outlines, this situation becomes even more frustrating.

Edwina Walker